



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Pulse Private Edition Guide

Architecture

8/4/2025

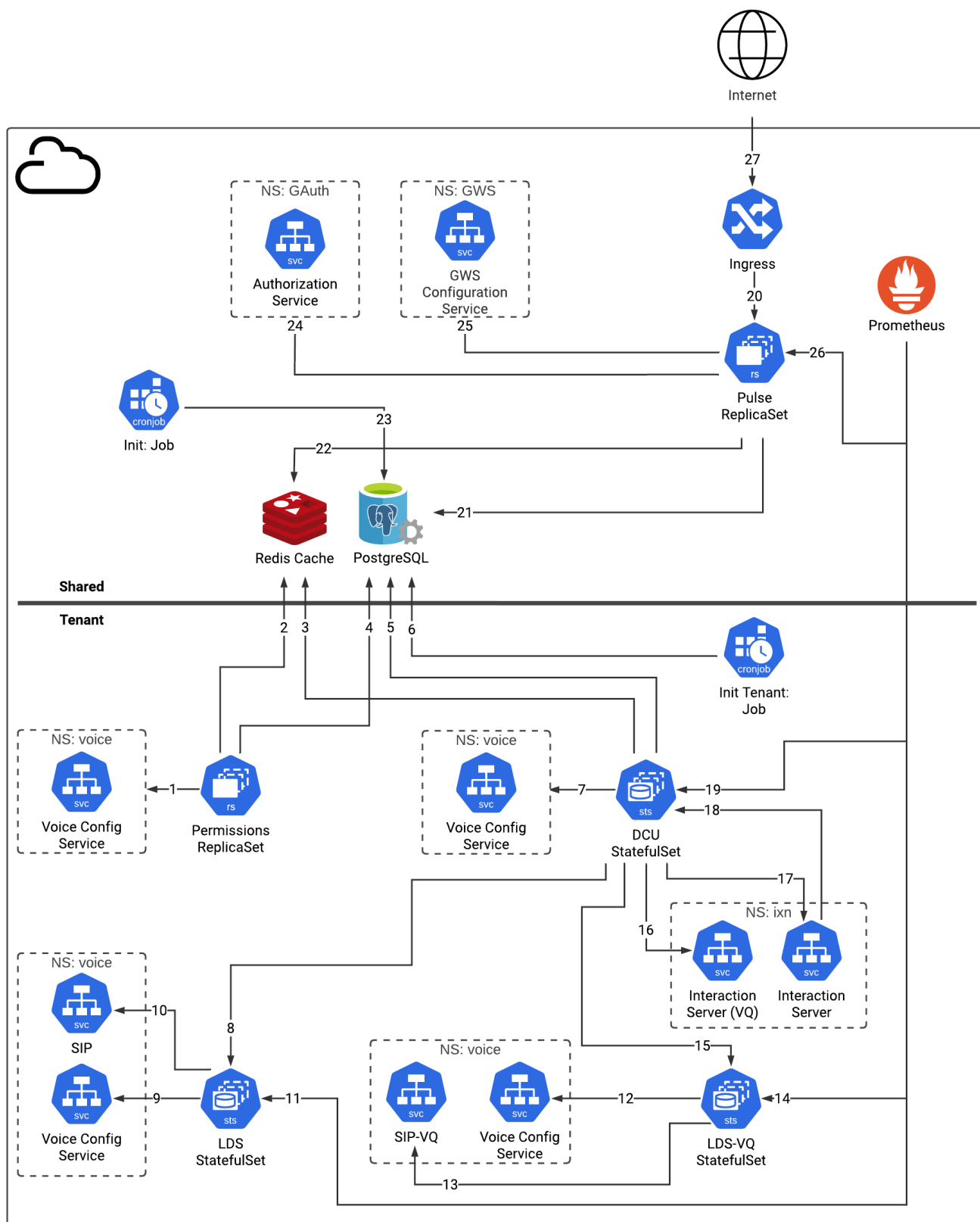
Learn about Genesys Pulse architecture.

Related documentation:

-
-
-
-

RSS:

- [For private edition](#)



The following table provides information about the objects and connections shown in the preceding architecture diagram.

Diagram reference number	What's connecting	Connection type	Port number	Data that travels on this connection
1	Permissions ReplicaSet	tcp	8888	Permissions Service retrieves configuration data (such as Agents, Queues), in order to check user access permissions.
2	Permissions ReplicaSet	tcp	6380	Permissions Service stores information about user permissions to access configuration objects.
3	DCU StatefulSet	tcp	6380	Pulse Data Collection Unit (DCU) stores current and historical statistic values.
4	Permissions ReplicaSet	tcp	5432	Permissions Service reads Pulse metadata to check access permissions.
5	DCU StatefulSet	tcp	5432	Pulse DCU reads Pulse metadata required for collecting statistic values.
6	Init Tenant: Job	tcp	5432	Init Tenant job uses this connection to initialize OOB Widget Templates.
7	DCU StatefulSet	tcp	8888	Pulse DCU retrieves configuration data.
8	DCU StatefulSet	tcp	8000	Pulse DCU subscribes for events from Voice SIP Service.
9	LDS StatefulSet	tcp	8888	Pulse Load Distribution Server (LDS) retrieves

Diagram reference number	What's connecting	Connection type	Port number	Data that travels on this connection
				configuration data.
10	LDS StatefulSet	tcp	8000	Pulse LDS broadcasts events from Voice SIP Service to connected clients.
11	Prometheus	http	9091	Metrics for monitoring and alerting with Prometheus.
12	LDS-VQ StatefulSet	tcp	8888	Pulse LDS VQ retrieves configuration data.
13	LDS-VQ StatefulSet	tcp	8000	Pulse LDS broadcasts events from Voice SIP VQ Service to connected clients.
14	Prometheus	http	9091	Metrics for monitoring and alerting with Prometheus.
15	DCU StatefulSet	tcp	8000	Pulse DCU subscribes for events from Voice SIP VQ Service.
16	DCU StatefulSet	tcp	7122	Pulse DCU subscribes for events from the Interaction VQ Server.
17	DCU StatefulSet	tcp	7120	Pulse DCU subscribes for events from the Interaction Server.
18	IXN	tcp	2060	Interaction Server connection to Pulse DCU.
19	Prometheus	http	9091	Metrics for monitoring and alerting with Prometheus.
20	Ingress	http	8080	Application Gateway connection to Pulse.
21	Pulse ReplicaSet	tcp	5432	Pulse reads and

Diagram reference number	What's connecting	Connection type	Port number	Data that travels on this connection
				writes metadata (Dashboards, Widgets, and Widget Templates).
22	Pulse ReplicaSet	tcp	6380	Pulse reads current and historical statistic values, and reads information about user permissions to access configuration objects.
23	Init: Job	tcp	5432	Init job uses this connection to initialize or update the database schema.
24	Pulse ReplicaSet	http	80	Pulse queries the Genesys Authentication Service to validate user identity and obtain privilege information for the authenticated user.
25	Pulse ReplicaSet	http	80	Pulse queries the GWS Configuration Service to read configuration data (such as Agents, Queues).
26	Prometheus	http	8090	Metrics for monitoring and alerting with Prometheus.
27	Public Internet	https	443	Inbound web traffic.
